

Professional and Managerial Branch
Miscellaneous Group
Public Safety Communication Series

COMMUNICATIONS ASSISTANT MANAGER

11/95 (TLW)

Summary

Under general direction, assist in administration and supervision of Police Communications Section.

Duties

Assist in direction and coordination of communication activities. Involves: insuring calls for service are handled efficiently and effectively; developing methods to improve efficiency; insuring continuity of call taking and dispatching functions during emergency situations includes assessing situation, rerouting incoming calls, selecting alternative dispatching means, moving communication center to a different location; periodically reviewing call tapes and monitoring calls on terminal; determine quality of service by contacting caller at later date and interviewing on quality of services received; investigating and resolving complaints regarding call taking, dispatching and work processing functions; renewing and modifying required licenses in compliance with Federal Communication Commission regulations.

Perform or direct dispatch information analysis. Involves: writing database sorting programs to extract data from Computer Aided Dispatch (CAD) system; compiling and organizing data in preparation of monthly statistical reports such as response times, unit dispatch times and other departmental requests; responding to Texas Open Records requests in compliance with state law; maintaining appropriate documentation of equipment failures; writing detailed operating procedures; remaining current with statutory requirements and professional standards; attending E-911 and other public safety communications related meetings; making presentations.

Supervise assigned personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.

Perform other duties as required. Involves: substituting for Communications Manager during temporary absences by performing specified duties and responsibilities essential to maintain continuity of operations and similarly performing any duties of subordinates or coworkers, if necessary; assisting in the development and control of annual budgets; overseeing section inventory; negotiating with outside vendors, and reviewing and monitoring contracts; preparing reports and maintaining records; performing minor equipment repairs; testifying in court.

Minimum Qualifications

Training and Experience: Bachelor's Degree in Business or Public Administration or related field, and three years public safety dispatching experience including two years supervisory experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: principles, methods and techniques of communication systems and operation of related equipment such as trunked radio and data system, Computer Aided Dispatch (CAD) and E-911 systems. Some knowledge of management practices and procedures; research methods and statistics; law enforcement or other emergency response practices and terminology; accounting methods and budget development and control.

Ability to: firmly and impartially exercise supervisory authority; manage multi-shift, continuous operations; assure compliance with FCC rules and regulations; interpret, apply and explain rules, regulations, policies and procedures; identify, compile, organize, and analyze data to prepare reports and maintain records; apply statistical and mathematical modeling principles to communication operations; analyze situations accurately and adopt an effective course of action based on emergency situation and established procedures; express oneself clearly and concisely both orally and in writing; establish and maintain effective working relationships with fellow employees, public officials, other city departments and law enforcement agencies, and private corporations.

Skill in operation and care of: telecommunication and related equipment; personal computers

Special Requirements: Work weekends, various hours, and flexible schedule possibly exceeding 40 hours per week; subject to on-call 24 hours per day, 7 days per week.

Licenses and Certificates: Texas Class "C" Drivers License

Director of Personnel

Department Head

OFFICIAL